**Transportation Specialist/Lead Dispatcher**

**Grade: 5**

**FLSA: Non-Exempt**

**Date: 06/21**

**Job Summary:**  Performs a wide range of tasks to facilitate the effective operations of the County’s transportation systems.

**Essential Functions:**

1. Supervises the daily dispatch operations; fulfills daily dispatch duties;
2. Identify rerouting required as a result of traffic. Assist dispatch and maintenance staff with changes that occur in the field;
3. Collaborates with department scheduler in support of effective and efficient bus services;
4. Coordinates and schedules vehicle maintenance; monitors and tracks vehicle; maintenance requirements in coordination with fleet services coordinator;
5. Assists in resolving customer and driver complaints;
6. Provides daily log of activity to supervisor and to assistant supervisor;
7. Communicates regularly with clients and drivers to schedule and coordinate appointments and special needs;
8. Schedules pick-up times for clients’ medical appointments and public transportation;
9. Enters data into the computer and keeps records of vehicle mileage;
10. Assist with scheduling appointments for St. Mary’s County Government vehicles;
11. Ensures transportation system vehicles are in effective running order; adjusts schedules and routes as directed;
12. Collects money; maintains fiscal records; makes deposits and counts daily receipts and completes applicable records;
13. Response to in-service vehicle breakdowns, incidents, and/or accidents and recommend re-training;
14. May be required to substitute drive on the STS routes and performs on-call duty in the evenings or on weekends for STS incidents or accidents;
15. May open or close and lock up facility in evenings and perform other duties as assigned;
16. Conducts driver’s orientation, safety, emergency and passenger assistance techniques;
17. Assist with fare collections and deposits, prepares monthly pass and ticket sales, data collection preparation and drivers daily manifest, dispatching route assignments/schedules and serve on staff committees;
18. Performs other duties as assigned.

**Required Knowledge, Skills, and Abilities:**

1. Ability to gain working knowledge of St. Mary’s County Government policies and procedures;
2. Ability to communicate effectively with staff and members of the public;
3. Organizational and money handling skills;
4. Ability to prepare and maintain accurate records;
5. Ability to operate relevant computer systems, including hardware and software.
6. Ability to operate an STS bus, equal to or above a 16 passenger Transit bus.
7. Ability to read maps and knowledge of St. Mary’s County roads and streets.

**Education and Experience:**

1. Education: High school diploma or G.E.D.;
2. Experience: Two years of supervisory experience;
3. Two years of public transportation or more or related experience;
4. One year or more of dispatch experience;
5. Note: Any equivalent combination of acceptable education and experience which has provided the knowledge, skills and abilities cited below may be considered.

**Additional Requirements:**

1. Negative drug test result from pre-employment drug screen;
2. Position requires rotating shift work and be available to fill in for all shifts;
3. Must be able to work rotating shifts, including weekends and holidays;
4. Must have a CDL driver’s license with a Passenger endorsement.

**Physical and Environmental Conditions:**

Work demands occasional strenuous effort. May perform manual work involving walking over rough, uneven terrain, repeated bending, climbing, crouching, stooping, stretching, reaching or handling moderately heavy equipment from 30 to 60 pounds. Must also have the physical ability to push/pull, squat twist and turn and have the ability to evacuate people from the bus in the event of dangerous conditions. Position may require rotating shift work of 10 hours per shift.

Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices or meeting rooms, e.g., use of safe workplace practices with office equipment, and/or avoidance of trips and falls.

I certify that this is an accurate statement of the essential functions and responsibilities of this position.

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HR Representative Date

Your signature below indicates that you have received a copy of this position description.

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Employee’s Signature Date